

DELAWARE TRANSIT CORPORATION

POSTING NO: 029-2021

POSITION VACANCY POSTING

DATE OF POSTING: November 17, 2020

CLOSING DATE: November 25, 2020

METHOD OF APPLICATION: **Employment Application**

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **November 25, 2020**.

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POSITION #: 1212

POSITION TITLE: Control Center Service Supervisor

PAY GRADE: 13 PAY RATE: _____ PAY RANGE: \$45,184.85 - \$67,777.28
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT: New Castle County DEPARTMENT: Transportation
SECTION: Operations

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CLASSIFICATION: FULL TIME X PART-TIME _____

CONTRACT: 8FR _____ 8DR _____ 32 _____ N/C X

SCHEDULED HOURS: Varied SCHEDULED DAYS: Varied

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SUMMARY OF POSITION:

The Control Center Service Supervisor is responsible for the monitoring and coordination of Delaware Transit Corporation's (DTC) statewide transportation services. The position works in a centralized control center using systems, technology, and facilities specifically designed to monitor and control DTC assets across the state to fulfill the corporation's mission of providing an effective, efficient and reliable transit system.

The application must specifically address the qualifications, skills and experience outlined in the position's job description.

JOB DESCRIPTION AND APPLICATIONS: AVAILABLE ON-LINE AT **www.dartfirststate.com**

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EQUAL OPPORTUNITY EMPLOYER

DTC is an Equal Opportunity Employer. Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.



Control Center Service Supervisor

Department: Control Center
Exemption Status: Non-Exempt
Paygrade: 13

Reports to: Chief Transportation Supervisor
Essential Position: Yes
Issue Date: 01/01/2020

JOB SUMMARY: The Control Center Service Supervisor is responsible for the monitoring and coordination of Delaware Transit Corporation's (DTC) statewide transportation services. The position works in a centralized control center using systems, technology, and facilities specifically designed to monitor and control DTC assets across the state to fulfill the corporation's mission of providing an effective, efficient and reliable transit system.

ESSENTIAL FUNCTIONS:

Position Specific:

- Monitor revenue services statewide, for on time performance (OTP), schedule adherence, vehicles off route, paratransit trip optimizing, operators logged on, etc.
- Assign or reassign operators, trips or equipment to meet service needs and adjust schedules to minimize service disruptions to passengers
- Assign appropriate staff to follow up on service-related issues, identify detour routes, accidents, customer complaints, etc.
- Report service disruptions, service impact information and other service-related issues to the appropriate internal or external stakeholder as needed.
- Manage, monitor and record accidents/incidents or other service-related issues including communicating with the appropriate internal and external resources
- Provide necessary documents and testimony when required as evidence on violations when disciplinary hearings take place.
- Direct other departments such as Maintenance or Safety in support of service needs
- Coordinate with the Transportation Management Center (TMC), state and local authorities on the use and activities of DTC assets and services throughout the state whether operated directly or indirectly

Technical Skills:

- Apply and manipulate automated technology to develop, access and analyze schedules and make service adjustments
- Apply and manipulate transit specific software to monitor revenue services statewide, for on time performance (OTP), schedule adherence, vehicles off route, paratransit trip optimizing, operators logged on, etc.

Collaboration:

- Contact and coordinate with local and/or state authorities, agencies or first responders as appropriate

- Coordinate with other departments when making service adjustments to ensure the appropriate reassigning of operators, equipment, schedules or manifests
- Communicate and collaborate with internal and external stakeholders regarding service disruptions and other service-related issues as needed

Compliance:

- Ensure adherence with the American with Disabilities Act, Department of Transportation and Federal Transit Administration regulations as well as all other applicable local, state and federal guidelines and laws in the delivery of services

Performs other duties as requested by Senior Management

QUALIFICATIONS: The Control Center Supervisor requires a working knowledge of the operational and supervisory functions necessary to meet the service requirements of a transit system. The ability to interpret and apply collective bargaining terms and agreements is essential. Knowledge of dispatching or the operation of a service-oriented transportation system is essential. The incumbent must be familiar with the geographical areas served, as well as agencies and destinations that might function as service generators. The ability to manage the application of current and evolving information technology to the workload is also required

SKILLS AND ABILITIES: Demonstrate strong motivational, time management, problem-solving and organizational skills. Ability to set priorities and present and speak publicly. Ability to be detail oriented. Ability to work independently under general supervision. Ability to exercise independent judgement and to keep information confidential. Ability to organize complex materials and manage multiple projects. Skills in building relationships with stakeholders

COMPUTER SKILLS: Demonstrated proficiency in Microsoft Office software products specifically Excel, PowerPoint and Word. Ability to use the available technology, such as Transit Master, Trapeze, Cognos and phone/radio playback software to develop and analyze detailed and accurate reports.

CUSTOMER SERVICE SKILLS: Strong interpersonal skills to foster teamwork and create positive connections with customers. Ability to establish and meet goals to increase efficiency improving customer service.

MINIMUM EDUCATION AND EXPERIENCE: Associates degree and two years' experience in a transportation environment or one to three years' progressive experience in one of the following areas: dispatching, service supervision or scheduling.

REQUIRED CERTIFICATES/REGISTRATIONS: N/A

LANGUAGE SKILLS: Excellent verbal and written communication skills. Ability to read, analyze and interpret common business journals, financial reports and light legal documents. Ability to respond to inquiries. Ability to produce written and/or oral reports and to create and present information. Bilingual a plus.

MATHEMATICAL SKILLS: Ability to work with significant mathematical concepts. Ability to apply

concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to maintain a level and appropriate business demeanor.

PHYSICAL CAPABILITIES: The physical capabilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: How much on-the-job time is spent in the following physical activities?

| | <u>Amount of Time</u> | | | |
|-----------------------------------|-----------------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stand | | x | | |
| Walk | | x | | |
| Sit | | | x | |
| Use hands to tap, grasp or toggle | | | | x |
| Reach with hands and arms | | x | | |
| Climb or balance | | x | | |
| Stoop, kneel, crouch, or crawl | | x | | |
| Talk or hear | | | | x |

Does this job require that weight be lifted, or force be exerted?

| | <u>Amount of Time</u> | | | |
|----------------------|-----------------------|-----------|------------|----------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Up to 10 pounds | | x | | |
| Up to 25 pounds | | x | | |
| Up to 50 pounds | x | | | |
| Up to 100 pounds | x | | | |
| More than 100 pounds | x | | | |

Does this job have any special vision requirements? No special vision requirements.

Does this job have any special hearing requirements? No special hearing requirements.

ENVIRONMENTAL CONDITIONS: The environmental characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- How much exposure to environmental conditions does this job require? **NONE**
 - How much noise is typical for the work environment of this job? **MODERATE**
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